

National Institute of Arthritis and Musculoskeletal and Skin Diseases
Information Clearinghouse

APPENDIX 4

Requests by Response Time

July 2000 - June 2001

Call Length	Number of Requests for	% of Total Requests for
1-2 minutes	26,223	91.8%
3-5 minutes	1,414	5.0%
6-9 minutes	421	1.5%
10-15 minutes	265	0.9%
16-20 minutes	89	0.3%
21+ minutes	148	0.5%
Total	28,560	100.0%

